

D271



USER MANUAL

2.4 GHz

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INTRODUCTION

The D271 is a 2.4GHz cordless phone that incorporates your telephone company's calling features, such as *Caller ID*, *Voicemail* and *Call Waiting ID*, to provide a powerful full function cordless telephone.

D271 FEATURES

- 2.4 GHz
- Caller ID/Call Waiting ID
- Speakerphone
- Works in the event of a power failure (when spare battery is installed and charged)
- Intercom
- New Message Indicator
- 50 Caller ID Records
- 50 Directory records
- Dedicated Keys on the Base: Hold, Mute, Speakerphone, Voicemail, Redial/Pause, 7-10-11, Caller ID and Directory
- Backlit keypad on handset
- Adjustable Ringer, Speakerphone and Handset Volume Control
- Hearing-aid Compatible
- English and Spanish
- Headset Jack
- Call timer
- Single key redialing

INSTALLING THE D271

CHECK THE CONTENTS

Check to see that the following items are enclosed:

- Telephone Base and Handset
- Long Line Cord
- Short Line Cord for Wall Mounting (optional)
- Charging Cradle with Cord (optional)
- Charger Mounting Plate (optional)
- Base Wedge
- AC Adapter
- Two battery packs
- Belt Clip
- User Manual
- Quick Start Card

INSTALL THE HANDSET BATTERY

Use this procedure to install or replace the battery in the handset. Be sure to follow the battery specifications and safety instructions. See "WARRANTY & SAFETY INSTRUCTIONS" on page 29.

Use only 3.6V, 1.0 Ah Nickel Cadmium (Ni-Cad) battery pack in this phone.

- a. Press down on the battery cover and slide the cover down to expose the battery compartment.

- b. Locate the battery terminals inside the battery compartment and the corresponding terminals on the battery pack. Align the battery pack terminals with the terminals in the battery compartment and press down.
- c. To replace the battery cover, slide the cover upwards until the tab engages and the cover snaps into place.



NEED TO KNOW

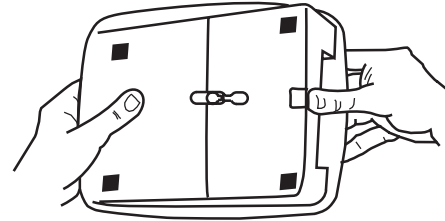
Prior to first use, place the handset in the cradle and charge the battery for at least 12 hours before hooking up the telephone line. The handset charge light on the base comes on to tell you that the handset is charging.

CHOOSE A LOCATION FOR THE BASE UNIT

The base should be away from all other electronic equipment such as a personal computer, microwave, stereo, or television. It is also a good idea to place the unit away from noisy areas, or from heat sources such as a radiator or direct sunlight.

PLUG IN THE ADAPTER

- Plug the adapter into the round jack on the base and the other end into an electrical outlet.
- Thread the cord through the clip on the housing to prevent the cord from pulling loose.



INSTALL THE TELEPHONE LINE CORD AND BASE WEDGE



NEED TO KNOW

The phone jack for the TEL LINE is located on the bottom of the base. If the base wedge is installed on the top portion of the base, it must be removed in order to install the TEL LINE.

- Plug the long line cord into the phone jack marked TEL LINE.
- Press the line cord in the slot provided.
- Place the wedge over the upper portion of the base so the arrow points away from the phone. Install the wedge by aligning it over the holes and pressing down until it snaps into place.

- Plug the other end of the line cord into the wall jack.

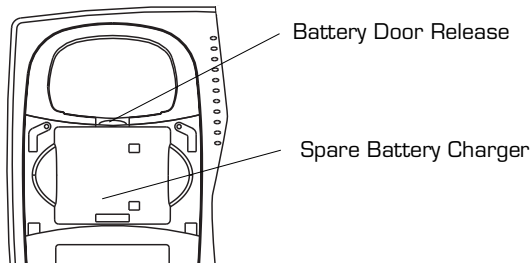
SPARE BATTERY

When the spare battery is in the base and charged, it provides operational backup for two hours during a power failure. The handset will continue to operate during a power failure but the base will not. Place the spare battery pack in the charger located in the base of the D271. Remove the cover below the handset cradle by pressing the battery door release. Align the battery pack terminals with the terminals in the battery compartment and press the battery in place. Replace the cover and verify the spare charge LED is lit.



NEED TO KNOW

Install the spare battery after plugging in the adapter.



ATTACH HEADSET (OPTIONAL)

A headset with a standard 2.5 mm plug may be used in the headset jack on the side of the handset.

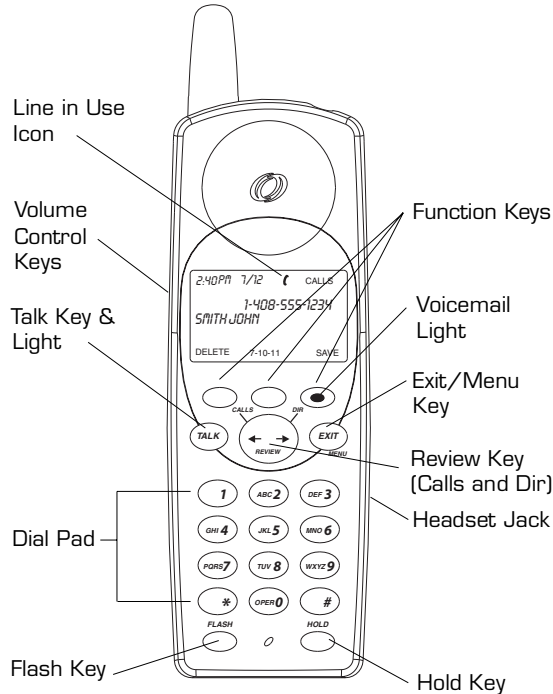
ATTACH THE BELT CLIP

You can use the belt clip to hang the handset from your belt.

- a. Place the belt clip on the back of the handset.
- b. Align the tabs on the belt clip with the slots on the handset.
- c. Press the belt clip to the handset to snap the tabs into the slots.

Make sure both tabs are securely snapped into the handset slots.

FEATURES AND CONTROLS



HANDSET FUNCTIONS

- **Talk Light** indicates your phone is off hook or in use. The light remains solid when the handset is in use. This light will flash when using the speakerphone or the handset is on hold.
- **Voicemail Light** flashes if you have messages in your mailbox.
- **Talk Key** is used to access the telephone line or to answer a page from the base.
- **Exit/Menu Key** allows you to setup your phone and utilize the Network Services.
- **◀ Review ▶ Key** allows you to scroll through menu options and access your Caller ID Records (**Calls**) and Directory Records (**Dir**) with one touch from the idle screen.
- **Dial Pad** numeric keys are used for dialing.
- **Flash Key** allows Call Waiting subscribers to switch between two calls.
- **Hold Key** places the existing call on hold.
- **Volume Control Keys** (on the side of the handset) adjust the loudness of the handset or handset ringer.
- **Headset Jack** allows use of a headset with a standard 2.5mm plug.
- **Line in Use Icon** is displayed whenever this phone, or any other telephone on the line, is being used.

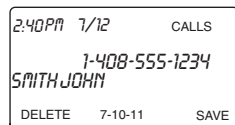
Depending on the handset's mode, the functions of the 3 buttons below the display vary.



NEED TO KNOW

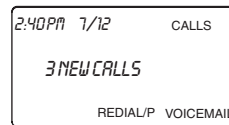
Idle mode is the default display when the phone is at rest. To return to the idle display from the other modes, press the Exit/Menu key.

CALLER ID MODE



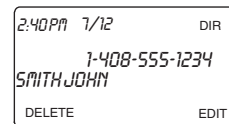
- **Delete Key** is used to erase digits on the display. It can also delete single or multiple entries from the Caller ID log and Directory.
- **7-10-11 Key** allows you to modify the format of a number in a Call Record so that it will be in the correct format to dial from your phone.
- **Save Key** allows you to save information to the directory.

IDLE MODE



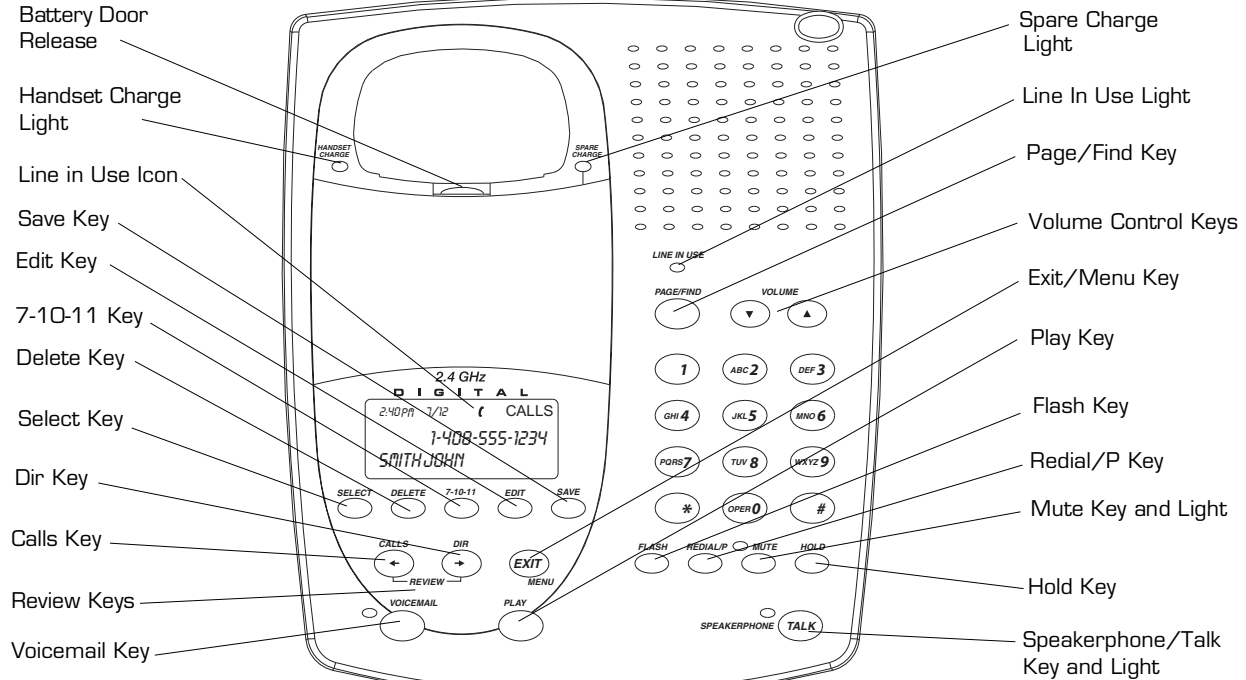
- **Redial/P Key** recalls and dials the last phone number dialed or adds a pause.
- **Voicemail Key** allows you to access your voice mailbox if you subscribe to this service through your local telephone company.

DIRECTORY MODE



- **Delete Key** is used to erase digits on the display. It can also delete single or multiple entries from the Caller ID log and Directory.
- **Edit Key** allows you to edit information in the directory.

BASE FUNCTIONS



LIGHTS

- **Voicemail** flashes if you have messages in your mailbox.
- **Line in Use** comes on whenever this phone, or any other telephone on the line, is being used. The **Line in Use Icon** is also displayed.
- **Handset Charge** comes on when the handset is in the base.
- **Spare Charge** comes on when the spare battery is in the charger.
- **Speakerphone/Talk** comes on when the speakerphone is in use and flashes when on hold.
- **Mute** flashes indicating that the speakerphone microphone is muted.

KEYS

- **Volume Control Keys** adjust the loudness of the speakerphone or the ringer.
- **Dial Pad** numeric keys are for dialing.
- **Flash Key** allows Call Waiting subscribers to switch between two calls.
- **Redial/P Key** recalls and dials the last phone number dialed or adds a pause.
- **Mute Key** mutes the speakerphone microphone.
- **Hold Key** places the existing call on hold.
- **Speakerphone/Talk Key** allows you to turn the speakerphone on or off and also dials the number on the display.

- **Select Key** allows you to select the displayed option when displaying menu options.
- **Delete Key** is used to erase digits on the display. It can also delete single or multiple entries from the Caller ID log and Directory.
- **7-10-11 Key** allows you to modify the format of a number in a Call Record so that it will be in the correct format to dial from your phone.
- **Edit Key** allows you to edit information in the directory.
- **Save Key** allows you to save information to the directory.
- **Calls Key** provides one touch access to your Caller ID Records from the idle screen.
- **Dir Key** provides one touch access to your Directory Records from the idle screen.
- **Exit/Menu Key** allows you to setup your phone and utilize the Network Services.
- **Review Keys** allow you to scroll through menu options and access your Caller ID and Directory Records.
- **Voicemail Key** allows you to access to your voicemail if you subscribe to this service through your local telephone company.
- **Play Key** is used to play the messages in your voice mailbox once you have entered voicemail.
- **Page/Find Key** is a homing system for finding the handset.

PERSONALIZING YOUR PHONE

You can personalize your phone by pressing the **EXIT/MENU** key. - MENU OPTIONS - is displayed on the screen. Using the ◀ **REVIEW** ▶ key, scroll through the options. Press **SELECT** or enter the menu number to select the option. The specific number for each option is listed in the following table.

- MENU OPTIONS -
1=NETWORK SERVS
2=MSG SCREENING
3=CALL ID PAGING
4=INTERCOM
5=CLR VMAIL LITE
6=RING ON/OFF
7=VMAIL SETUP
8=MISC OPTIONS
9=TRANSFER VMAIL

NETWORK SERVICES

The Network Services option allows you easy access to the network services you subscribe to through your telephone company. To activate a specific Network Service, press **EXIT/MENU** and press **1** for NETWORK SERVS. Scroll through the options available and press **TALK** to activate the displayed Network Service.

For a list of the features that are programmed into your phone, please refer to your Quick Start insert.



NEED TO KNOW

If you would like to have access to a feature that you do not currently subscribe to, please contact your local telephone company.

MESSAGE SCREENING

Message Screening allows you to screen your voicemail messages as they are left. **Feature may not be available in all areas. Please see your Quick Start card.**



NEED TO KNOW

To use this feature, you must subscribe to your local telephone company's Voicemail and 3-Way Calling services. Please contact your local telephone company to activate these services. If you have not subscribed to 3-Way Calling and

you turn Message Screening on, per use charges for 3-Way Calling will apply for each call screened.

To setup Message Screening, press **EXIT/MENU** and then press **2** for MSG SCREENING. Press **3** for setup and SCREEN ALL CALLS? is displayed. Select one of the following options by entering the indicated number.

- 1 = ALL
- 2 = PRIVATE AND UNAVAILABLE

Enter your home phone number as directed and then press **SAVE**. SAVED is displayed and then SAVE PARTIAL MESSAGES LEFT IF YOU ANSWER DURING SCREENING? is displayed. Select one of the following

- 1 = SAVE
- 2 = ERASE

Message Screening Test

Some voicemail systems operate differently and require a pause to be entered after your telephone number. We recommend placing a test call to ensure a proper connection. If the test call does not connect, a pause is required. Complete the following steps to enter a pause.

- a. Enter the setup mode by pressing the **EXIT/MENU** key.
- b. Press **REVIEW ►** until you see MSG SCREENING. Press **3** to select SETUP.

- c. Select what calls are to be screened.
- d. You will see your telephone number on the screen. To add the pause, use the **REVIEW ►** to move to the field after your phone number. Press the **REDIAL/P** key on the base once.
- e. Press **SAVE** and SAVED is displayed.
- f. Press **EXIT/MENU**.

CALLER ID PAGING

Caller ID Paging sends a numeric message to your pager showing you the phone number of the incoming call. The numbers 55 appear at the end of the phone number displayed to indicate it is a Caller ID paging call.

The Caller ID paging feature may not work with all paging systems. **Feature may not be available in all areas. Please see your Quick Start card.**

To setup Caller ID paging, press **EXIT/MENU** and then press **3** for CALL ID PAGING. Press **3** for setup and SETUP PAGING...ENTER PAGER NUMBER THEN PRESS SAVE is displayed. Enter your pager number and then press **SAVE**. SAVED is displayed in the screen.



NEED TO KNOW

You should enter your pager number as you would dial it from your phone (including a leading "1" and the area code only if you would normally dial that to reach your pager).

SEND CALLER ID PAGE FOR ALL CALLS? appears in the screen. Select one of the following by pressing the indicated number.

- 1 = ALL
- 2 = ONLY UNANSWERED CALLS

Once the calls to be paged have been setup, SECONDS OF DELAY AFTER DIALING PAGER NUMBER BEFORE CALLER ID IS SENT is displayed. The delay can be increased/decreased to accommodate individual paging systems. Use ◀ **REVIEW** ▶ to adjust the delay and then press **SAVE**. SAVED is displayed. PAGING ON is displayed when the phone is in Idle mode.



NEED TO KNOW

The D271 will not page a call that has no phone number in the Caller ID record.

INTERCOM

In addition to the normal telephone functions, your D271 can also be used as an intercom. To use the intercom, see "Using the Intercom" on page 19.

CLEAR VOICEMAIL LITE

To clear the voicemail light, see "Clearing the Voicemail Light" on page 14.

RING ON/OFF

To turn the ringer on and off for both the handset and the base, press **EXIT/MENU** and then press **6** for RING ON/OFF.

Select either the handset or base.

- 1 = HANDSET
- 2 = BASE

Select ON or OFF

- 1 = ON
- 2 = OFF

VMAIL SETUP

If you subscribe to your local telephone company's Voicemail service, the **VOICEMAIL** key can be used to automatically access your mailbox.

To setup your Voicemail access number, press **EXIT/MENU** and then press **7** for VMAIL SETUP. Enter your access number and then press **SAVE**. SAVED is displayed in the screen. Enter your password and then press **SAVE**. SAVED is displayed.

Voicemail systems operate differently and some require additional pauses to be entered. After setting up the Voicemail access number and password, the screen prompts IS PASSWORD BEING DIALED TOO SOON OR TOO LATE? The choices are:

- 1 = YES
- 2 = NO/NOT SURE

Pressing **1** allows pauses to be added or removed. Press **REDIAL/P** to add a pause. Press **DELETE** to remove a pause. When enough pauses have been added/removed, press **SAVE**. **SETUP COMPLETE** is displayed. Two to three pauses are suggested and the default is two.

MISC OPTIONS

Misc Options allows you to setup the following:

- 1=Language
- 2=Dialing Method
- 3=Answer Method
- 4=Call Wait ID

- MISC OPTIONS -	DEFAULT
1=LANGUAGE	1=ENGLISH
2=DIALING METHOD	1=TONE
3=ANSWER METHOD	1=PRESS TALK TO ANSWER
4=CALL WAIT ID	see Quick Start card for default

Press **EXIT/MENU** and then press **8** to setup these options.

Selecting a Language

Press **1** to select the language. Your telephone displays in either English or Spanish.

- 1 = ENGLISH
- 2 = ESPAÑOL

Selecting a Dialing Method

Press **2** to select the dialing method. Your phone can dial in either tone or pulse/rotary mode.

- 1 = TONE
- 2 = PULSE

Selecting an Answering Method

Press **3** to select the way you answer the phone. The phone can automatically answer incoming calls when the handset is removed from the cradle, or the phone will only answer after pressing the **TALK** or **SPEAKERPHONE/TALK** key.

- 1 = PRESS TALK TO ANSWER
- 2 = ANSWER ON PICKUP

Call Waiting ID Options Setup

Call Waiting ID options allow you to disposition incoming calls when you are on another call. **Feature may not be available in all areas. Contact your local phone company.**



NEED TO KNOW

Caller ID, Call Waiting ID and CWID Options are required from your local telephone company. Please contact your local telephone company to activate these services.

Press **4** to setup Call Waiting ID Options. You can turn Call Waiting ID (CWID) Options ON or OFF.

- 1 = ON
- 2 = OFF

TRANSFER TO VOICEMAIL

Transfer to Voicemail allows you to transfer the person you are talking to directly to your voicemail system. **Feature may not be available in all areas. Please see your Quick Start card.**



NEED TO KNOW

To use this feature, you must subscribe to your local telephone company's Voicemail and 3-Way Calling services. Please contact your local telephone company to activate these services. If you have not subscribed to 3-Way Calling and you use Transfer to Voicemail, per use charges for 3-Way Calling will apply for each call transferred.

To setup Transfer to Voicemail, press **EXIT/MENU** and then press **9** for TRANSFER VMAIL. Press **3** for setup and SETUP TRANSFER is displayed. Enter your phone number and press **SAVE**. SAVED is displayed on the screen.

USING THE D271

ANSWERING CALLS

You can answer a call four ways:

- Press **TALK** on the handset or base.
- Press any key on the handset.
- Press **FLASH** to answer Call Waiting calls.
- Set the telephone to Answer on Pickup. The telephone is automatically answered when the handset is lifted from the cradle. See "Selecting an Answering Method" on page 12.

USING VOICEMAIL

If you subscribe to your local telephone company's Voicemail Service, you can use your **VOICEMAIL** key to automatically access your mailbox. (To setup your Voicemail, see "Vmail Setup" on page 11.)

When your **VOICEMAIL** light flashes, or you see the screen display MESSAGE WAITING, press the **VOICEMAIL** key to access your Voicemail.

USING VOICEMAIL MESSAGE SCREENING

Incoming calls can be screened when Message Screening is activated. You can listen to the Voicemail message as it is being left and take the call if desired. **Feature may not be available in all areas. Please see your Quick Start card.**

- If Message Screening is activated, the caller hears the message "Please hold while we complete your call."

- The caller then hears your voicemail prompt (outgoing message) asking them to leave a message.
- While the caller is leaving a message, you can either take the call by pressing the **TALK** key or **SPEAKERPHONE/TALK** key on the base. If you do nothing, the message will be left in your voice mailbox.



NEED TO KNOW

Network Voicemail and 3-Way Calling are required from your local telephone company in order to use Message Screening. Please contact your local telephone company to activate these services. If you have not subscribed to 3-Way Calling and you turn Message Screening on, per use charges for 3-Way Calling may apply for each call screened.

CLEARING THE VOICEMAIL LIGHT

The Voicemail light may remain on after reviewing your messages remotely even when there are no messages. To clear the light, press **EXIT/MENU** and then press **5** for CLR VMAIL LITE to turn the light off. VMAIL LITE OFF is displayed.

USING CALL WAITING ID (CWID) OPTIONS

When a new call comes in while you are talking, you will hear a tone. The new caller's name and phone number, if available, will be displayed. You can either alternate between calls or disposition the call. **Feature may not be available in all areas. Contact your local phone company.**



NEED TO KNOW

Caller ID, Call Waiting ID and CWID Options are required from your local telephone company. Please contact your local telephone company to activate these services.

Alternating Between Calls

When you receive a Call Waiting call and want to connect, press **FLASH**. The active call will be placed on hold and the new call will be active.

- Press **FLASH** to alternate between calls.
- Press **TALK** to end the call.

Dispositioning Calls

When you hear the Call Waiting tone, you can apply a disposition to the call.

- Press ◀ or ▶ to scroll through the options.
- or
- Press one of the 5 digits listed below to go directly to the corresponding option.



NEED TO KNOW

You must disposition the call within 25 seconds of the Call Waiting tone.

- MENU OPTIONS -	
1=VM	Sends the new caller to voice-mail to leave a message.
2=TELL BUSY	Plays a pre-recorded message from your phone company that you are on the telephone and will call them back.
3=3WAY	Connects the new caller with the existing call to form a 3 way conference call.
4=PLS HOLD	Places the new call on hold, plays a pre-recorded message from your phone company that you are on the phone and will be with them shortly.
5=DROP & ANSWER	Drops the existing call and answers the new call.

USING CALLER ID PAGING

You can turn your *Caller ID Paging* feature on and off as desired. Press the **EXIT/MENU** key on the handset or base. Enter **3** for **CALL ID PAGING** or scroll through the menu options. **CURRENTLY ON(OFF)** indicates the feature's status. **Feature may not be available in all areas. Please see your Quick Start card.**

- Press **1** to select ON.
- Press **2** to select OFF.
- Press **3** for setup.

While your *Caller ID Paging* feature is turned on, you will receive the Caller ID telephone number(s) of the calls you have directed to be paged (only calls with numbers are paged). You have the option of receiving notification of all calls, or just unanswered calls. If you would like to change the current setting on this feature, see "Caller ID Paging" on page 10.

If you change your pager number, you will need to program the new number into your phone. To enter your new pager number see "Caller ID Paging" on page 10.



NEED TO KNOW

The Caller ID paging feature may not work with all paging systems. If you subscribe to a "privacy" service from your local telephone company, the "privacy" calls will not be sent to your pager.

USING TRANSFER TO VOICEMAIL

Transfer to Voicemail allows you to transfer the person you are talking to directly to your voicemail system. **Feature may not be available in all areas. Please see your Quick Start card.**

When you want to transfer the person you are talking to:

- a. Press the **EXIT/MENU** key on the handset or base twice.
- b. Enter **9** for **TRANSFERMAIL** or scroll through the menu options.
- c. The screen display will alternate between **TRANSFERRING** and the Caller ID information.
- d. The **TALK** key flashes while the message is being left.
- e. After the message is left, the Talk light will turn off and a new call can be made.



NEED TO KNOW

This feature will not work with a Call Waiting Call.

USING NETWORK SERVICES

Your phone is programmed so that you can easily use all of the convenient network services that you subscribe to through your telephone company. To use any of these features, press the **EXIT/MENU** key on either the handset or base and select 1 = NETWORK SERVICES or enter 1.

For a list of the features that are programmed into your phone, please refer to your Quick Start insert.

- Press **REVIEW ►** to scroll through the features until the desired feature is displayed.
- Press the **TALK** key on the handset or the **SPEAKERPHONE/TALK** key on the base to activate the feature.



NEED TO KNOW

If you would like to have access to a feature that you do not currently subscribe to, please contact your local telephone company.

DIALING

- Press **TALK** on the handset or **SPEAKERPHONE/TALK** on the base.
- Use the keypad to dial the phone number.

PRE-DIALING

Pre-dialing allows you to enter the number and verify it before placing the call.

- Use the keypad to enter a telephone number.
- Check the number on the display. If the number is wrong, press **DELETE** to delete the entry digit-by-digit.
- Press **TALK** on the handset or **SPEAKERPHONE/TALK** on the base to place the call.

CONVENIENCE DIALING

You can quickly dial directly from:

- Caller ID Records
- Directory Records
- Last Number Redial



NEED TO KNOW

*There is a key on both the handset and base labeled **7•10•11**. This key allows you to modify the format of a number in a call record so that it will be in the correct format to dial from your phone. For example:*

- 7 digits = 555-1234
- 10 digits = 408-555-1234
- 11 digits = 1-408-555-1234

You must choose the correct format to dial the area code and number of the call record chosen.

DIALING FROM CALLER ID RECORDS

- a. Press the **CALLS** key.
- b. Use the **◀ REVIEW ▶** keys to find the call record desired.
- c. Use the **7•10•11** key to change between the different formats and choose the right format to dial the number from your phone.
- d. Press **TALK** or **SPEAKERPHONE/TALK** to place the call.

DIALING FROM DIRECTORY RECORDS

- a. Press the **DIR** key.
- b. Use the **◀ REVIEW ▶** keys to find the directory record desired. See "Creating Your Directory List" on page 21. Also, see "Looking up Records in the Directory" on page 21.
- c. Press **TALK** or **SPEAKERPHONE /TALK** to place the call.

LAST NUMBER REDIAL

Press **REDIAL/P** on the handset or base.

ADJUSTING THE VOLUME

ADJUSTING THE HANDSET VOLUME

- a. Press the **TALK** key.
- b. Press the **◀** or **▶ VOLUME** key on the side of the handset while the phone is off hook to increase or decrease the volume. There are four volume levels.

ADJUSTING THE HANDSET RINGER VOLUME

- a. Press the **◀** or **▶ VOLUME** key on the side of the handset while the phone is not in use.
- b. You hear the sound of the ringer as you adjust the volume. The ringer volume can be set at high or low.

ADJUSTING THE SPEAKERPHONE VOLUME

Press the **▲** or **▼ VOLUME** key on the base while the phone is in Speakerphone mode to increase or decrease the speakerphone/intercom volume. There are 16 volume levels.

ADJUSTING THE BASE RINGER VOLUME

Press the **▲** or **▼ VOLUME** key on the base when the phone is not in use to increase or decrease the ringer volume. There are 8 volume levels.

USING THE SPEAKERPHONE

Press **SPEAKERPHONE/TALK** to turn the speakerphone on or off.

Be careful switching from handset to speakerphone mode. If you press **SPEAKERPHONE/TALK** while talking on the handset, you may hear feedback. You can stop the feedback by pressing **TALK** on the handset again.

USING THE INTERCOM

The intercom feature allows you to conduct a conversation between the base and the handset when the phone is in idle mode or when you are on a call.

IDLE MODE

To activate, press **EXIT/MENU** and select **4** for **INTERCOM**. **INTERCOM ACTIVE** is displayed. The base or handset beeps twice to indicate intercom is active. To deactivate, press **TALK** or **SPEAKERPHONE/TALK**.

ON A CALL

When you are on the handset and want to transfer it to the base or vice versa, press **EXIT/MENU** and select **4** for **INTERCOM**. This activates the intercom feature and places the caller on hold. The base or handset beeps and the Talk and Speakerphone lights flash. Your voice will be heard when you speak. The other person can take the call by pressing **TALK** or **SPEAKERPHONE/TALK**. Once **TALK** or **SPEAKERPHONE/TALK** is pressed, the other goes idle. To

participate in the call, press **TALK** or **SPEAKERPHONE/TALK**.

USING HOLD

You can place a call on hold by pressing the **HOLD** key. The Talk and Speakerphone lights flash slowly while calls are on hold.

There are three ways to take a call off hold:

- Press **TALK** or **SPEAKERPHONE/TALK** to resume the call.
- Pick up the call on another extension.
- The caller hangs up.

TIMING CALLS

When you are on a call, the clock on your display changes to a call timer. The timer counts the entire length of the time you are on the phone. When the timer goes past 99 minutes and 59 seconds, it starts over at 0:00.

TEMPORARY TONE SERVICE

If your phone is set to Pulse and you need Tone service for interacting with bank and other automated services, you can temporarily change your dial setting to Tone. Press ***** during the call and the phone switches to temporary Tone service for the duration of the call. The phone returns to Pulse service when you hang up. See "Selecting a Dialing Method" on page 12.

LOCATING A LOST HANDSET

Should you misplace your handset, you can locate it quickly and easily by pressing the **PAGE/FIND** key on the base. The handset beeps for 15 seconds, or until you either

- Press the **PAGE/FIND** key again
or
- Press any key on the handset except **TALK**. (If you press **TALK**, you enter intercom mode.)

If the handset does not beep, it is either turned off, out of range, or the battery needs recharging.

LOW BATTERY

When the handset battery charge becomes low you will hear an audible tone and will see the display message **HANDSET BATT LOW**. You have approximately 5 minutes to conclude your call or switch phones before your call is dropped.



NEED TO KNOW

Prior to first use, place the handset in the cradle and charge the battery for at least 12 hours. The charge light on the base comes on to tell you that the handset is charging.

USING MUTE

The mute function allows you to block your side of a conversation. Mute is only available on the base speakerphone.

Press **MUTE** to turn mute ON/OFF. The mute light flashes when mute is ON.

CALLER ID RECORDS

REVIEWING CALLER ID RECORDS

- a. Press the **CALLS** key. The newest call is displayed.
- b. Use the **◀ REVIEW ▶** keys to move through the call log.
- c. Press **EXIT/MENU** to return to the idle mode.



NEED TO KNOW

*An asterisk (*) in front of the caller's name in the Caller ID records indicates the call has been received since the last review of the log.*

SAVING CALLER ID RECORDS

See "Copying a Caller ID Record" on page 21.

DELETING INDIVIDUAL CALLER ID RECORDS

- a. Press the **CALLS** key.
- b. Use the **◀ REVIEW ▶** keys to find the record you want to delete.
- c. Press **DELETE**. **DELETED** appears.

DELETING ALL CALLER ID RECORDS

- a. Press **CALLS**.
- b. Press and hold **DELETE**. **DEL ALL?**
1=Y 2=N appears.
 - Press **1** for **YES** (or press **DELETE** again).
 - Press **2** for **NO**.

DIRECTORY RECORDS

LOOKING UP RECORDS IN THE DIRECTORY

Looking Up Records Using REVIEW

- Press the **DIR** key on the handset or base.
- Use the **◀ REVIEW ▶** keys to find the directory record desired.
- When the end of the directory list is reached, **TO ADD A NEW ENTRY PRESS EDIT** is displayed. See "Creating Your Directory List" below.
- Press **EXIT/MENU** to return to the idle mode.

Looking Up Records Alphabetically

- Press the **DIR** key on the handset or base.
- Press a number key associated with the letter of the directory record.
For example, if you want to find the directory record for Red Riding Hood, press **7** until the first record starting with the letter "R" is displayed.
- Press **REVIEW ▶** to see additional records starting with the letter "R."
- Press **TALK** to call the name/number displayed.

CREATING YOUR DIRECTORY LIST

You can create a personal phone directory containing up to 50 names and numbers. Once you create your personal phone directory, you can automatically dial from the directory.

You can create your directory in two ways:

- Copy a Caller ID record to the directory.
- Create a new directory record.

Copying a Caller ID Record

- Press the **CALLS** key.
- Use the **◀ REVIEW ▶** keys to find the call record desired.
- Use the **7•10•11** key to change between the different formats and choose the right format to dial the number from your phone.
- Press **SAVE**. **SAVING TO DIR** is displayed.



NEED TO KNOW

To edit the name and number field, you must be in Directory mode. For details see "Creating or Editing" below.

Creating or Editing

You can enter up to 16 characters in the name field and 32 characters in the number field.

- a. Press the **DIR** key.
 - To edit a record press the ◀ **REVIEW** ▶ keys until the desired record is displayed.
 - To create a new record press the ◀ **REVIEW** key until TO ADD A NEW ENTRY PRESS EDIT is displayed.
- b. Press the **EDIT** key. Enter or edit the number.
 - Use the number key pad to enter in characters (See "Special Symbols" on page 22).
 - Use the ◀ **REVIEW** ▶ keys to move back and forth along the field line.
 - Use the **DELETE** key to erase a letter or number.
- c. Press the **SAVE** key. Enter or edit the name.
 - Use the number key pad to enter in characters.
 - Use the ◀ **REVIEW** ▶ keys to move back and forth along the field line.
 - Use the **DELETE** key to erase a letter or number.
- d. Press the **SAVE** key. The message -SAVED- appears on the display.

Optional Method for Creating a New Record

- a. From the idle screen, enter the phone number.

- b. Press the **SAVE** key. Enter or edit the name.
 - Use the number key pad to enter in characters.
 - Use the ◀ **REVIEW** ▶ keys to move back and forth along the field line.
 - Use the **DELETE** key to erase a letter or number.

Entering Alphanumeric Characters

Each number is assigned a set of letters. Press the corresponding number until the desired letter is displayed. For example: to enter JOHN: press **5** once; press **6** three times; press **4** two times. Finally, press **6** two times. If the next desired letter is on the same key as the current letter, press the **REVIEW** ▶ key to move to the next position. Press **REVIEW** ▶ to enter a blank space.

Special Symbols

When you edit a name, you can also use the * and # keys to select the following symbols in the name field:

*	/	@	&	'	[	]	,	-	.	#
---	---	---	---	---	---	---	---	---	---	---

Adding Special Characters

You can add special characters by:

- Pressing **REVIEW** ▶ to add a space in the name field.
- Pressing **FLASH** to add a flash in the number field.
- Pressing **REDIAL/P** adds a three second delay (pause).

The phone dials the number exactly as it is stored in the directory.

DELETING DIRECTORY RECORDS

Deleting an Individual Directory Record

- a. Press **DIR**.
- b. Use the ◀ **REVIEW** ▶ keys or look up alphabetically (see "Looking up Records in the Directory" on page 21) to locate the record you want to delete.
- c. Press **DELETE**. You are prompted with
DELETE? 1=Y 2=N
 - Press **1** for YES (or press **DELETE** again).
 - Press **2** for NO.
- d. DELETED is displayed.

Deleting All Directory Records

- a. Press **DIR**.
- b. Use the ◀ **REVIEW** ▶ keys to locate any record.
- c. Press and hold **DELETE**. You are prompted with DEL ALL? 1=Y 2=N
 - Press **1** for YES.
 - Press **2** for NO.
- d. 50 AVAILABLE is displayed.

READING DISPLAY MESSAGES

The D271 informs you of status by displaying the following messages:

■ END OF LIST

You have reached the end of the directory or call records. Press either ◀ **REVIEW** ▶ key to see other records.

■ INCOMPLETE DATA

The Caller ID information sent from the telephone company is incomplete for this caller. There is no problem with the phone.

■ INTERCOM ACTIVE

The intercom between the base and handset is active.

■ LONG DISTANCE

The message sent is a long distance call.

■ MESSAGE WAITING

You have a message in your voice mailbox.

■ NAME UNAVAILABLE

The person is calling from an area that provides number-only Caller ID service, or you can be in a service area which only shows the number.

■ NO CALLS

There are no call records stored in memory.

■ NO DATA SENT

The phone did not receive Caller ID information from the phone company.

■ PAGING

This indicates find mode. The base is paging the handset or the handset is paging the base. Press any key other than the **TALK** key to terminate paging. (Pressing **TALK** activates the intercom.)

■ PRIVATE

The caller has purposely chosen to block his/her caller ID information.

■ HANDSET BATT LOW

The handset battery is getting low. Place the handset in the base in order to recharge.

■ UNAVAILABLE

Caller ID information is not available from the caller's area.

■ No Name Shows

The person is calling from an area that provides number-only Caller ID service, or you could be in a service area which only shows the number.

TROUBLESHOOTING

PROBLEM/SOLUTION

- Handset or Base Lockup (Handset or Base does not respond to any key press; display on LCD will not change; no dial tone present)
 - Reset the phone by removing the batteries from the handset and base. Unplug the power adapter. After 30 seconds, first plug the power adapter back in and then reinstall the batteries in the handset and base.
- Blank or faint screen
 - Place the handset in the cradle for several seconds. Ensure the handset is making contact in the cradle.
 - Check the AC adapter. Be sure that the adapter is not damaged and that it is securely plugged into a working outlet. Also check that the wall plug is not controlled by a wall switch.
 - Recharge or replace the battery. See "Install the Handset Battery" on page 2 for details.
- *Caller ID/Call Waiting ID* doesn't work properly
 - Verify that Caller ID service is active. Call your local telephone company's business office to ensure that your services are active. You can verify that your Call Waiting ID is active by listening for a double tone which indicates that another call is being received.
 - Check the AC adapter. Be sure that the adapter is not damaged and that it is securely plugged into a working outlet. Also check that the wall plug is not controlled by a wall switch.

- Call was received and recorded in Call Record but number was not forwarded to pager
 - Phone was answered but number was not forwarded to pager. To set your feature so that all Caller ID numbers are forwarded to your pager whether they are answered or not, see "Caller ID Paging" on page 10 to reprogram your phone.
 - Call Waiting was not turned off for this call and the Caller ID Page sent was interrupted by a Call Waiting tone. You must enter ***70** and a pause before you enter your pager number to temporarily cancel Call Waiting for the number to be sent to the pager.
 - Press ***70**.
 - To program a pause, press **REDIAL/P** once.
 - Enter the numbers needed to dial your pager.
 - Press **REVIEW ►** to proceed.
- Caller ID page was sent but incomplete Caller ID information was received.
 - The programmed delay was too short or too long. To adjust the delay, see "Caller ID Paging" on page 10.
- Charges for 3-Way Calling appear on phone bill
 - Network *Voicemail* and *3-Way Calling* are required from your local telephone company in order to use *Message Screening*. Please contact your local telephone company to activate these services. If you have not subscribed to *3-Way Calling* and you turn *Message Screening* on, per use charges for *3-Way Calling* will apply for each call screened.
- Message Screening fails to connect caller to Voice Message system
 - There may not be enough pauses programmed in. To add pauses, follow the procedure for "Message Screening Test" on page 10.
 - If you block incoming calls which have unidentified Caller ID numbers, you will need to program your phone to disable this feature on Message Screening calls. To do this:
 - Press the **MENU** key.
 - Press **REVIEW ►** until you see MSG SCREENING. Press **3** to select SETUP.
 - Select what calls are to be screened.
 - You will see your telephone number on the screen. Delete your old telephone number by pressing the **DELETE** key until no numbers are left on the screen.

- Press ***82**, press **REDIAL/P** to enter a pause, and then reenter your telephone number.
 - If you have determined that you need to add a pause after your telephone number, press the **REDIAL/P** key (located on the bottom of the handset) once for each 3 second pause needed.
 - Press **SAVE** and **SAVED** is displayed.
 - Press **EXIT/MENU**.
- Handset charge light does not work
 - Check whether the handset is making contact in the cradle.
 - Check the AC adapter. Be sure that the adapter is not damaged and that it is securely plugged into a working outlet. Also check that the wall plug is not controlled by a wall switch.
 - Verify that the handset battery has been installed correctly. See "Install the Handset Battery" on page 2.
 - Base charge light does not work
 - Check the AC adapter. Be sure that the adapter is not damaged and that it is securely plugged into a working outlet. Also check that the wall plug is not controlled by a wall switch.
 - Verify that the spare battery has been installed correctly. See "Spare Battery" on page 3.
 - Handset lights do not work
 - Press the **TALK** key to test. The talk light should come on.
 - Recharge or replace the battery. See "Install the Handset Battery" on page 2 for more details.
 - INCOMPLETE DATA
 - Call information was distorted before reaching the unit. Normal static on the telephone line can cause an INCOMPLETE DATA message. If this condition persists, check with your local telephone company to ensure that there is not a problem with your phone line.
 - Phone does not ring
 - Verify that the telephone line cord is connected, secure and inserted in the proper jack.
 - Verify the handset ringer is On. See "Ring On/Off" on page 11.
 - Verify that the ring volume control on the base is turned on.
 - Check the AC adapter.
 - If the phone still does not ring, you might have too many communication devices hooked to a single line. A communication device can be a phone, modem, or facsimile (FAX) machine. Contact your local telephone company Business Office for help calculating the limit for your residence or business.

- Move the handset closer to the base.
- **No dial tone**
 - Verify that the line cord is connected, secure and inserted in the proper jack.
 - Check that the handset is fully charged.
 - Move the handset closer to the base.
- **PAGE/FIND** key does not page the handset
 - The handset is not communicating with the base. The handset is either out of range or the battery needs recharging.
 - Check the AC adapter.
- **Handset does not work**
 - Check the AC adapter. Be sure that the adapter is undamaged and that it is securely plugged into a working outlet. Also check that the wall plug is not controlled by a wall switch.
 - Place the telephone in the cradle for several seconds. Ensure the handset is making contact in the cradle.
 - Recharge or replace the battery. See "Install the Handset Battery" on page 2 for more details.
- **Voicemail light is on when there are no messages in the mailbox**
 - Turn the light off manually by following the steps in "Clearing the Voicemail Light" on page 14.
- **VOICEMAIL** key dials my passcode before the system is ready for it.
 - Add more pauses to the dialing number. See "Vmail Setup" on page 11.
- **NO DATA SENT**
 - Check your service. Call your local telephone company to ensure that you have Caller ID or Call Waiting ID service.
 - Check the answering machine. Ensure that your answering machine is set to answer after two rings.
 - Ensure you answer the call after two rings.
 - Check Call Forwarding. Ensure that *Call Forwarding* is turned off.
 - Contact your local telephone company's Service Department if the problem continues for more than 24 hours. Your local telephone company central office may be temporarily experiencing an overload.

WARRANTY & SAFETY INSTRUCTIONS



CAUTION

To reduce the risk of fire or injury to persons, read and follow these instructions:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the unit and in the User Manual(s).
- Use only the battery type recommended in this manual.
- Unplug this telephone from the wall outlet before cleaning. Do not use liquid or aerosol cleaners, just use a damp cloth for cleaning.
- Do not place this telephone on an unstable cart, stand, or table. It could fall, causing serious damage or impeding operation.
- Never place this telephone near or over a radiator or heat register.
- Only operate this telephone using the type of power source listed on the marking label. If you are not sure of the power supply of your home, consult your dealer or local power company.
- Do not overload wall outlets and extension cords as this can result in the risk of fire or electrical shock.
- Never push objects of any kind into this telephone as they can touch dangerous voltage points or short out parts that could result in a risk of fire or electrical shock.
- Take the phone to a qualified technician when it requires repair work or service.
- To reduce the risk of electrical shock, do not disassemble the telephone. Opening or removing covers can expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electrical shock during subsequent use.
- Unplug this telephone from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - If the power supply cord or plug is damaged or frayed.
 - If liquid is spilled into the unit.
 - If the unit is exposed to water.
 - If the unit does not operate normally by following the operating instructions.
 - If the unit is dropped or the casing is damaged.
 - If the unit exhibits a distinct change in performance.
- Avoid using the telephone during an electrical storm. There can be a slight risk of electrical shock from lightning.
- Do not use the telephone to report a gas leak if the leak is in the vicinity of the phone
- Ultimate disposal of this product should be handled according to all national laws and regulations.

- SAVE THESE INSTRUCTIONS -



WARNING

To prevent fire or shock hazard, do not expose this product to rain or moisture.



CAUTION

To reduce the risk of electric shock, **DO NOT** remove cover or back. **No user serviceable parts inside.** Refer servicing to qualified personnel.



This symbol is intended to alert you to the presence of uninsulated dangerous voltage within the product's enclosure that might be of sufficient magnitude to constitute a risk of electric shock. Do not open the product's case.



This symbol is intended to inform you that important operating and maintenance instructions are included in the literature accompanying this product.

Important: Although cordless phones generally require AC power to operate, your D271 phone can provide operational backup in the case of the power failure IF the spare battery is charged in the base.



CAUTION

Changes or modification to this device not expressly approved by Cisco Communications could void the user's authority to operate this equipment.

TELEPHONE WIRING AND JACK INSTALLATION

- Use caution when installing or modifying telephone lines.
- Never install telephone wiring during an electrical storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.

BATTERIES

- Disconnect the telephone when replacing the battery pack.
- Use only 3.6V 1.0 Ah Nickel Cadmium (Ni-Cad) cordless telephone replacement battery pack.
- Do not dispose of the battery pack in a fire as it will explode. Check with local codes for proper battery disposal regulations.
- Do not open or mutilate the battery pack. Released electrolyte is corrosive and can cause damage to the eyes or skin. It can be toxic, if swallowed.
- Avoid contact with rings, bracelets, keys or other metal objects, when handling batteries. These objects could short out the battery or cause the conductor to overheat resulting in burns.

- Do not attempt to recharge the battery pack by heating it. Sudden release of battery electrolyte can cause burns or irritation to the eyes or skin.
- Remove the battery pack if you do not plan to use the phone for several months at a time. The batteries could leak over that time.
- Discard "dead" battery packs as soon as possible because they are likely to leak into the phone.
- Do not store this phone or battery pack in a high temperature area. Batteries stored in a freezer or refrigerator should be protected from condensation during storage and defrosting. Battery packs should be stabilized at room temperature before using.



Ni-Cd



- Your battery pack is rechargeable and can be recycled once it outlives its usefulness. Depending upon your local and state law, it might be illegal to dispose of this battery into a municipal waste system. Check with your local solid waste company or call 1-800-8-BATTERY for information on Ni-Cd battery recycling and disposal restrictions in your area.

FCC REQUIREMENTS

FCC PART 15 INFORMATION

This equipment complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply within the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy. If not installed and used in accordance with the instructions, the equipment might cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



CAUTION

Changes or modification to this device not expressly approved by Cidco Communications could void the user's authority to operate this equipment.

FCC PART 68 INFORMATION

This telephone is hearing aid compatible.

This equipment complies with Part 68 of the FCC rules. The FCC Part 68 label is located on the bottom of the product. This label contains the product's FCC Registration Number and Ringer Equivalence Number (REN). You must give this information to your telephone company if they request it from you.

Only use standard modular telephone jacks to connect to the telephone network. The appropriate outlet or jack is a USOC RJ11C or RJ11W, which complies with FCC Part 68 Rules.

The REN is useful when trying to determine the maximum number of devices you can connect to your telephone line and still have those devices ring when called. In most, but not all areas, the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you

can connect to your line, as determined by the REN, contact your local telephone company to determine the maximum REN for your calling area.

If this device causes harm to the telephone network, the telephone company will give you advance notice if temporary discontinuance of service is required. But if advance notice isn't practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of your equipment. If they do, you will receive advanced notice in order for you to make necessary changes to maintain uninterrupted service.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

Repairs to this equipment can only be made by the manufacturer and its authorized agents. If it appears that this device is causing harm to the telephone network, the telephone company might request that the device be unplugged until the problem is fixed. **DO NOT DISASSEMBLE THIS EQUIPMENT.**

WARRANTY

If your telephone is defective in material or workmanship and you return it within one year from the date of purchase, we will repair it, or, at our option, we will replace it. If we repair it, we might use reconditioned replacement parts or materials. If we choose to replace it, we might substitute a reconditioned unit. The repaired/replaced unit is warranted for either (a) ninety days, or (b) the remainder of your phone's original one year warranty, whichever is longer.

A. WHAT YOU NEED TO DO

To receive warranty service, you must provide proof of purchase (your sales receipt) and date of purchase.

B. WHAT THIS WARRANTY DOES NOT COVER

This warranty does not cover defects resulting from accidents, alterations, failure to follow this manual's instructions, battery leakage, misuse, fire, flood, and Acts of God.

We do not warrant this product to be compatible with party lines, with all types of telephone equipment, or with your specific customer premises equipment. Shipping costs to and from authorized service centers are not covered.

We are not responsible for implied warranties, including those of fitness for a particular purpose and merchantability after the initial one year period. We do not pay for loss of time, inconvenience, loss of use of the product, or property damage caused by this product or its failure to work, telephone company

service calls, or any other incidental or consequential damages.

C. STATE LAW RIGHTS

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion of limitation of incidental or consequential damages, so the above exclusions might not apply to you. This warranty gives you specific rights; you may also have other rights, which can vary from state to state.